

EVALUATION MATRIX
Invitation for Bid - Best Value
IFB-BV-9300-EAG0606

EMS Patient Satisfaction Surveys

EVALUATION CRITERIA	MAX POINTS	PROPOSER	PROPOSER	PROPOSER	PROPOSER
		SullivanLuallin, Inc. (Mail)	Professional Research Consultants, Inc. (Phone)	SullivanLuallin, Inc. (Phone)	Avatar (Mail)*
Cost	50	50	50	25	*
Background and Experience	5	4	5	4	*
Biographies of key Vendor Personnel	3	3	0	3	*
Sampling Methodology	9	8	5	8	*
Topics in Proposed Survey	8	6	1	6	*
Analysis Services	5	3	2	3	*
Sample Reports	5	3	0	3	*
Online Data Access and Analysis	5	3	2	3	*
Notification Policy and Procedures	5	2	4	2	*
Ability to Benchmark against EMS/Healthcare Providers	5	0	1	0	*
TOTALS		82	70	57	*

*Avatar withdrew their bid.